



Emotional Intelligence at Work

What is Emotional Intelligence?

Have you ever thought of why people of average intelligence outperform people with the highest levels of intelligence majority of the time?

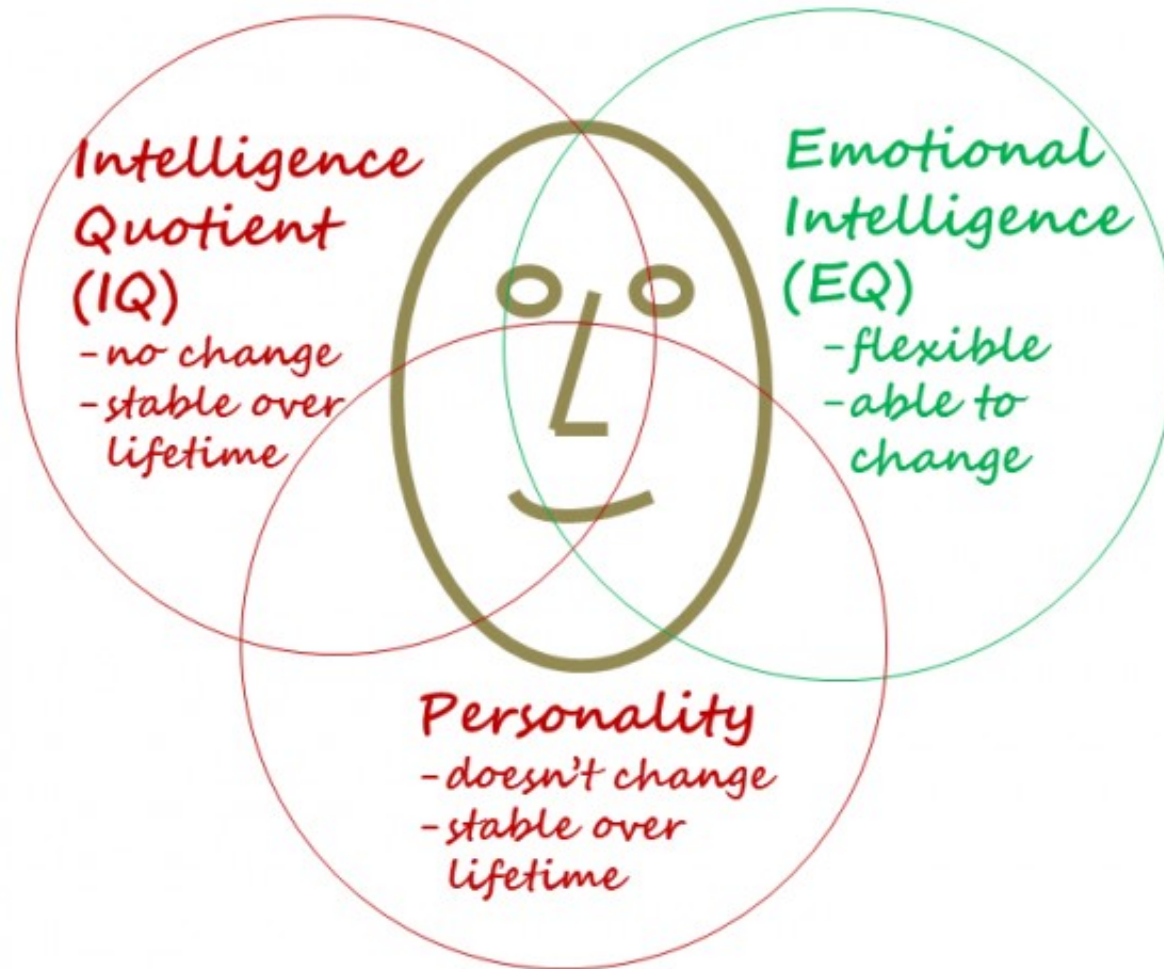
What is Emotional Intelligence?

- **Emotional intelligence (EQ)** is the capacity of **recognizing** our own **feelings** and those of others, for **motivating** ourselves, for **managing** emotions in **ourselves** as well as in our **relationships**
- EQ is critical to managing your behavior, moving smoothly through social situations and making critical choices in life

Activity: Emotional Contagion



Emotional Intelligence (EQ), Intelligence (IQ), & Personality



Why is EQ important?

EQ is the pattern of how people's biases in their thinking leads them to think one thing or choice is better than another, as well as their clarity in differentiating within those biases to exercise clear and sound judgment.

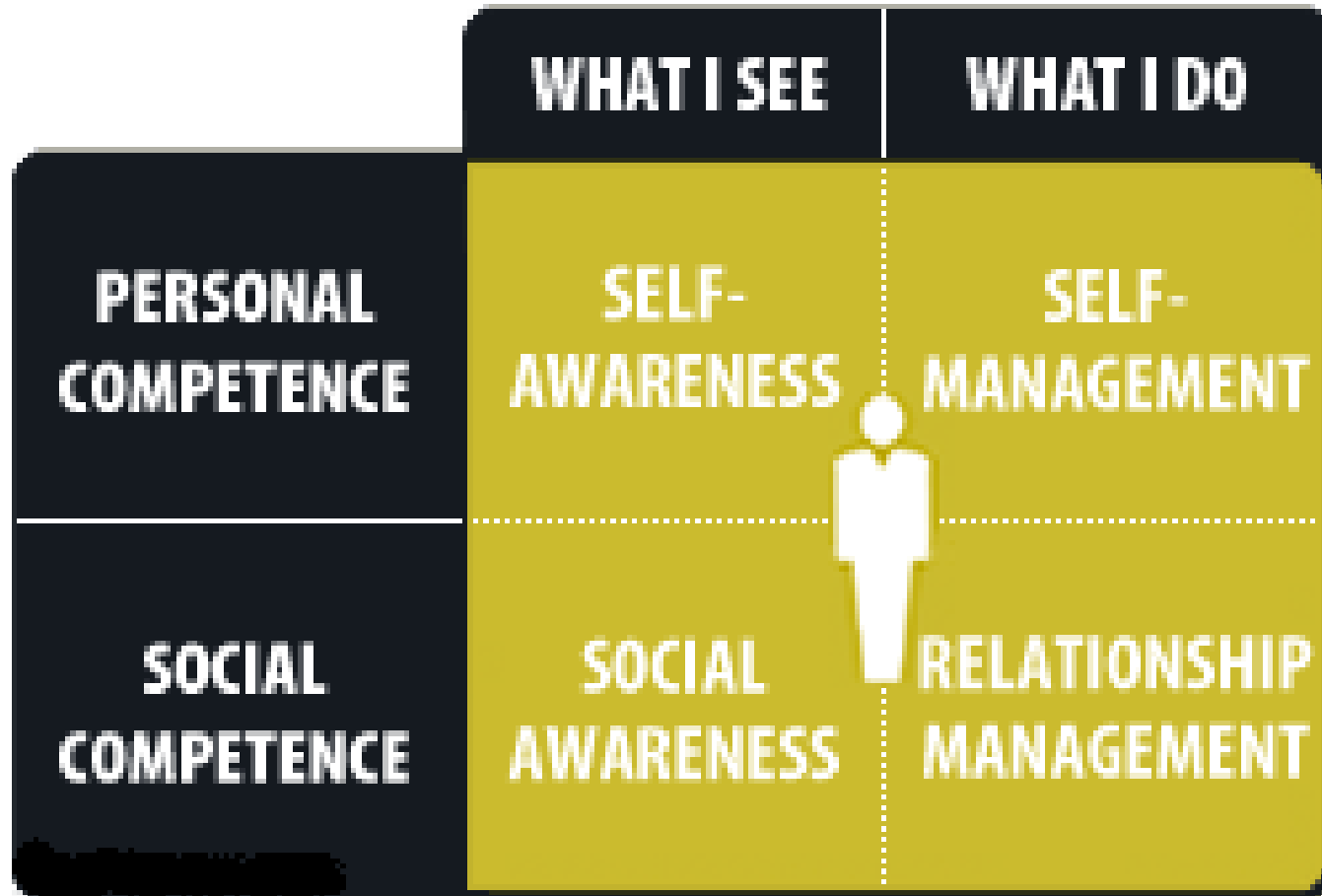




Emotional intelligence is the foundation for critical skills.



EQ Composition



Emotional intelligence is made up of four core skills.

Emotional Intelligence Framework

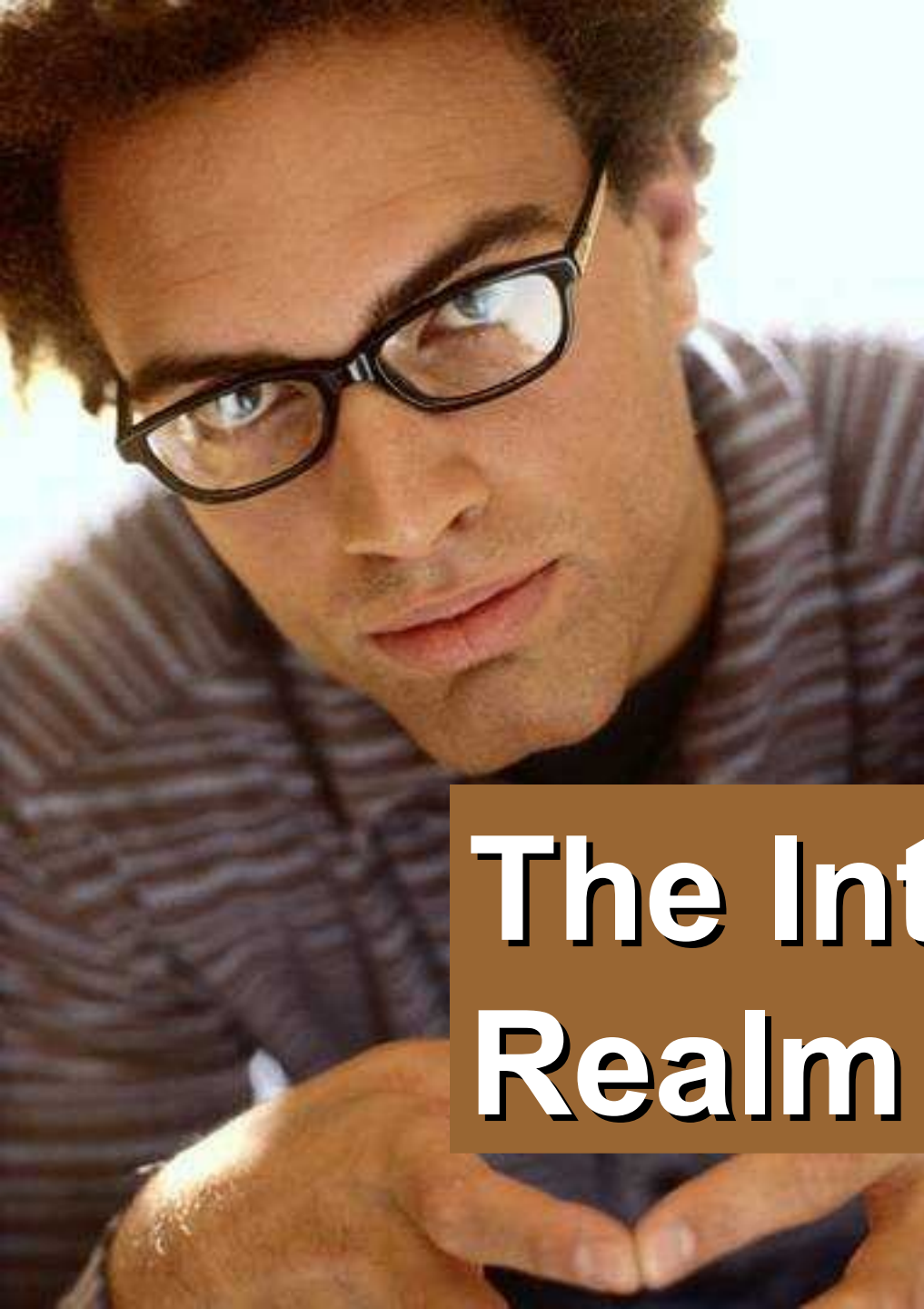
- **The Intrapersonal Realm**

- **The Interpersonal Realm**

- **The Adaptability Realm**

- **The Stress Management Realm**

- **The General Mood Realm**



The Intrapersonal Realm

The Intrapersonal Realm

concerns your ability to know
and manage yourself.

It embraces:

- Self Awareness
 - Assertiveness
 - Independence
 - Self-Regard
- Self-Actualization

Self Awareness

The ability to recognize how you're feeling and why you're feeling that way and the impact your behavior has on others

Self Awareness – Activity (Group Discussion):

- Over the last week, what was the strongest emotion you had experienced. Beside each emotion, write down your accompanying body language/gestures and thoughts.
- Also, write down how you became aware of that feeling. That is, did you recognize the emotion as it occurred, become aware of it through bodily sensations, or become aware of it through thoughts?

Assertiveness

The ability to clearly express your thoughts and feelings, stand your ground and defend a position

Assertiveness – Activity (Group Discussion):

- Over the last two weeks, write down instances where you behaved assertively, passively and aggressively, and list the self-talk that accompanied each instance
- For situations where you behaved passively, dispute and debate the self-talk that interfered with your being assertive
- For situations where you behaved aggressively, dispute and debate the self-talk that led you to such behavior

Independence

The ability to be self-directed and self-controlled in your thinking and actions and to be free of emotional dependency. Independent people are self-reliant in planning and making important decisions.

Self Regard

The ability to appreciate your perceived positive aspects and possibilities as well as to accept your negative aspects and limitations and still feel good about yourself.

Self Regard - Activity:

- How much do you like yourself?
- What are your greatest strengths? (for example, loyalty, a sense of humor, good negotiating skills, friendliness or honesty)
- What are your greatest weaknesses? (for example, bad temper, procrastination or the inability to manage money)
- What do you consider your single greatest strength?

Self - Actualization

The ability to realize your potential.

This component of emotional intelligence is manifested by becoming involved in pursuits that lead to a meaningful, rich and full life.

Self Actualization Activity:

- How many hours per week do you spend at work? with family? with friends? alone?
- In which of these areas would you most like to improve the quality of your time?
- What are your hobbies and interests?
- Which hobby would you like to pursue more actively?

The Inter- Personal Realm



The Inter-personal Realm

concerns your "people skills" —
your ability to interact and get
along with others. It is composed
of three scales.

- Empathy
- Social Responsibility
- Interpersonal Relationship

Empathy

The ability to understand what others might be feeling and thinking. It is the ability to view the world through another person's eyes.

Empathy - Activity: Get the Memo!



Social Responsibility

The ability to demonstrate that you are a cooperative, contributing and constructive member of your social group.

Social Responsibility Assignment:

- In your notebook, write down at least three things you could do that would be appreciated by people in need
- Now think of one thing you could do this week that would help others

Interpersonal Relation

The ability to forge and maintain relationships that are mutually beneficial and marked by give-and-take and a sense of emotional closeness.

The Adaptability Realm



The Adaptability Realm

involves your ability to be flexible and realistic, and to solve a range of problems as they arise. Its three scales are :

- Reality Testing
 - Flexibility
- Problem Solving

Reality Testing

The ability to assess the correspondence between what's experienced and what objectively exists. It is the capacity to see things objectively, the way they are, rather than the way we wish or fear them to be.

Flexibility

The ability to adjust your emotions, thoughts and behavior to changing situations and conditions. This component of emotional intelligence applies to your overall ability to adapt to unfamiliar, unpredictable and dynamic circumstances

Problem Solving

The ability to identify and define problems as well as to generate and implement potentially effective solutions.

The Stress Management Realm



The Stress Management Realm concerns your ability to tolerate stress and control impulses. Its two scales are :

- Stress Tolerance
- Impulse Control

Stress Management Activity: Hot Buttons!



Stress Tolerance

The ability to withstand adverse events and stressful situations without falling apart by actively and positively coping with stress.

Stress Tolerance

Stress tolerance includes having a repertoire of suitable responses to stressful situations. It is associated with the capacity to be relaxed and composed and to calmly face difficulties without getting carried away by strong emotions.

Impulse Control

The ability to resist or delay an impulse, drive or temptation to act. Impulse control entails a capacity for accepting your aggressive impulses, being composed, and controlling aggression, hostility and irresponsible behavior.

Impulse Control Assignment:

- Over the next week, pay close attention to anger or frustration as it begins to build, monitoring and understanding your feelings and self-talk.
- Debate and dispute it at the time, if you can. In any case, later in the day, summarize these incidents in your notebook, and see whether your efforts allowed you to get a better handle on your emotions.

The General Mood Realm



The General Mood Realm

concerns your outlook on life, your ability to enjoy yourself and others and your overall feelings of contentment or dissatisfaction. It has two dimensions.

- Happiness
- Optimism

Happiness

The ability to feel satisfied with your life, to enjoy yourself and others and to have fun. Happiness combines self-satisfaction, general contentment and the ability to enjoy life.

Happiness

Happiness is associated with a general feeling of cheerfulness and enthusiasm. It is a by-product and/or barometric indicator of your overall degree of emotional intelligence and emotional functioning.

Optimism

The ability to look at the brighter side of life and to maintain a positive attitude even in the face of adversity. Optimism assumes a measure of hope in one's approach to life

Can EQ be increased?

- Yes, EQ can be increased with practice
- Your brain is hard-wired to give emotions the upper hand
- The limbic system (the emotional brain) reacts to events first before we have the opportunity to engage the rational brain
- EQ requires effective communication between the rational and emotional centers of the brain

Skills to Develop EQ Activity: Treasure Hunt



5 Skills to Develop EQ

- EQ Skill 1: Rapidly reduce stress
- EQ Skill 2: Emotional Awareness
- EQ Skill 3: Nonverbal Communication
- EQ Skill 4: Use humor and play to deal with challenges
- EQ Skill 5: Resolve Conflict positively

“ARE YOU DOING
everything
YOU CAN TO ILLICIT
strong positive
EMOIONAL
RESPONSES
OUT OF YOUR CLIENTS?”